



Bob Holden
Governor

Joseph L. Driskill
Director

March 27, 2002

DWD ISSUANCE 15-01

Subject: Division of Workforce Development (DWD) Dual Enrollment Guidelines

1. Purpose: To transmit DWD Dual Enrollment Guidelines to ensure customers are offered all options in appropriate services available within the One-Stop Centers. It should be noted that while DWD is issuing these guidelines, these are only guidelines. Dual enrollment should be at the discretion of the local service providers.

DWD believes dual enrollment is a valuable tool to promote integration of services, reduce duplication, improve cost effectiveness and most importantly, improve services to our customers. DWD promotes what is best for our customers and therefore considers dual enrollment as an option, when appropriate.

This issuance follows the guidance provided in DWD Issuance 7-01, Service Integration Guidelines, giving specific guidance when enrolling customers between programs. As stated above, this is an option that may be considered when promoting integration.

Substance: The DWD's Guidelines on Dual Enrollment provides benefits to the customer by making available service options, enabling customers to be an active participant in the decision making process. When providing multiple services concurrently, expenditures become more cost-effective to the one-stop partners. Dual Enrollment allows the customer to benefit from the coordination of these services and further benefits the system by integrating the one-stop partner's services. While DWD encourages dual enrollment, it should be considered only when it is most appropriate for the customer. It should also be understood that while the process should be customer driven, case managers should have the final responsibility in making the program decision.

- After a decision is made to enroll a customer in more than one program, appropriate staff should develop a joint plan to determine how services will be provided to the customer. For example, the Division has previously facilitated a process between DWD Career Center Staff and the Dislocated Worker Program operator that utilized a planning process to develop a plan of action for Dislocated Workers who are eligible for Trade Act benefits. This process involved a series of meetings wherein the responsibilities of each partner agency was identified and responsibilities assigned. This process could be considered as a model when developing plans for dual enrollment in other programs. See attached Workforce Investment Act's Trade Adjustment Assistance/North American Free Trade Agreement Dual Enrollment Procedures and Coordination of Services.
- All staff should be educated regarding eligibility criteria for programs available through the Missouri Career Center system and services available through those programs.
- Customers should be made aware of services for which they may be eligible that can be provided through other Missouri Career Center partners. This information should be provided early in the orientation process to allow customers to make an informed decision regarding services. The decision to enroll in more than one program should be made by the customer based upon their individual needs.
- Case management meetings, or "staffings", should be held regularly with all appropriate staff, to strengthen communication, ensure provision of appropriate services and facilitate tracking of dually enrolled customers.
- It is important for all contributing partners to understand and communicate methods of tracking and reporting each program's performance to achieve the greatest benefit of the customer's success.

2. Action:

These guidelines should be distributed to all Division of Workforce Development and Workforce Investment Act funded staff.

Effective July 15, 2002, each region should submit a quarterly report (quarter ending June 30, 2002) to the Director of the Division of Workforce Development. The report should describe what the Region has done to achieve better dual enrollment processes and how the Workforce Investment Board will develop appropriate local oversight mechanisms to ensure implementation.

3. Contact: If you have questions or comments regarding this issuance, please feel free to contact Glenn Stinson at (573) 751-7896 or by email at gstinson@wfd.state.mo.us, or Sue Sieg at (573) 751-3106 or by email at ssieg@wfd.state.mo.us.

4. Attachments: DWD Issuance 07-01, DWD Service Integration Guidelines
Dual Enrollment Procedures and Coordination of Services

Rick Beasley, Acting Director

RB/jh

Attachments

c: DWD Admin Group
DWD Central Office Managers
Regional Managers
WIB Chairs
WIB Contact